

**Listing of the Claims**

1. (Currently Amended) A method for organizing related communications in one or more databases comprising:  
receiving at least one XML-based message from at least one ~~of many, different communication devices~~device;  
comparing one or more XML tags within the at least one XML-based message to one or more references, wherein each reference is associated with one or more previous messages;  
selecting a reference that most closely matches one or more of the XML tags; and  
converting the received message into a converted message having a format associated with at least one database associated with the matching reference; and  
~~forwarding the converted message to the associated database.~~
2. (Original) The method as in claim 1, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.
3. (Original) The method as in claim 1, further comprising enabling a telecommunications service that organizes related communications in one or more databases.
4. (Original) The method as in claim 1, further comprising:  
converting a next message into a same format as the converted message when the next message has one or more XML tags that match the XML tags of a previous message; and  
forwarding the next, converted message to a database associated with the converted message.

5. (Currently Amended) The method as in claim 1, wherein the at least one received XML-based message comprises a Document Type Definition ("DTD") which substantially ~~takes the form of:~~

```
<!DOCTYPE GDS {  
<!ELEMENT Correspondence (Envelope+,CallHistory+)>  
<!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content, ContentType)>  
<!ELEMENT CallHistory (ContactDate,AgentComments)>  
<!ELEMENT Sender (#PCDATA)>  
<!ELEMENT Receiver (#PCDATA)>  
<!ELEMENT Subject (#PCDATA)>  
<!ELEMENT ReceiptDate (#PCDATA)>  
<!ELEMENT Content (#PCDATA)>  
<!ATTLIST ContentType CType CDATA #REQUIRED>  
};
```

6. (Original) The method as in claim 1, further comprising:  
selecting an initial database when no reference most closely matches one or more of the XML tags of the received message;  
converting the received message into a format corresponding to the selected, initial database; and  
forwarding the converted message to the selected, initial database.

7. (Currently Amended) The method as in claim 1, further comprising: forwarding an XML-based message comprising a DTD which substantially takes the form of:

```
<!DOCTYPE GDS {  
  <!ELEMENT Correspondence (Envelope+,CallHistory+)>  
  <!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content, ContentType)>  
  <!ELEMENT CallHistory (ContactDate,AgentComments)>  
  <!ELEMENT Sender (#PCDATA)>  
  <!ELEMENT Receiver(#PCDATA)>  
  <!ELEMENT Subject(#PCDATA)>  
  <!ELEMENT ReceiptDate (#PCDATA)>  
  <!ELEMENT Content (#PCDATA)>  
  <!ATTLIST ContentType CType CDATA #REQUIRED>  
}>
```

to at least one of the many, different communication devicesthe at least one communication device.

8. (Currently Amended) The method as in claim 1, wherein the different communication devices are selected from the group consisting of at least one communication device is at least one of a voicemail server, a facsimile server, an email server, [[and]] or a web server.

9. (Currently Amended) The method as in claim 1, wherein the database format is selected from the group consisting at least one of Oracle, Sybase, MySQL, MsQL, [[and]] or DB2.

10. (Currently Amended) The method as in claim 1, further comprising: forwarding a responsive XML-based message comprising a DTD which substantially takes the form of

```
<!DOCTYPE GDS {  
  <!ELEMENT Correspondence (Envelope+,CallHistory+)>  
  <!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content, ContentType)>  
  <!ELEMENT CallHistory (ContactDate,AgentComments)>  
  <!ELEMENT Sender (#PCDATA)>  
  <!ELEMENT Receiver (#PCDATA)>  
  <!ELEMENT Subject (#PCDATA)>  
  <!ELEMENT ReceiptDate (#PCDATA)>  
  <!ELEMENT Content (#PCDATA)>  
  <!ATTLIST ContentType CType CDATA #REQUIRED>  
}>
```

to a mediation web server.

11. (Currently Amended) The method as in claim 1, further comprising: forwarding a confirmation message to at least one of the group consisting of a customer agent [[and]] or a customer.

12. (Currently Amended) The method as in claim 1, further comprising: forwarding certain types of related messages to a customer agent, wherein the message types are selected from the group consisting of at least one of a voicemail message, a facsimile message, an email message, [[and]] or an Internet messages message to a customer agent.

13. (Currently Amended) The method as in claim 1 ~~further comprising:~~  
~~receiving at least one XML-based message from a customer agent;~~  
~~comparing one or more XML tags within the at least one XML-based message to one~~  
~~or more references, wherein each of the one or more references is associated with one or~~  
~~more previous messages;~~  
~~selecting a reference that most closely matches one or more of the XML tags;~~  
~~converting the received message into a converted message having a format associated~~  
~~with the matching reference; and~~  
~~forwarding the converted message to the associated database~~wherein the at least one  
XML-based message is received from a customer agent.

14. (Currently Amended) A system for organizing related communications in one or more databases, the system comprising:  
a mediation web server operable to:  
receive at least one XML-based message from at least one of many, different communication devicesdevice;  
compare one or more XML tags within the message to one or more references, wherein each reference is associated with one or more previous messages;  
select a reference that most closely matches one or more of the XML tags; and  
convert the received message into a format associated with at least one database associated with the matching reference; and  
forward the converted message to the associated database.

15. (Original) The system as in claim 14, wherein the received message and a previous message corresponding to the selected reference are substantially related to one another.

16. (Original) The system as in claim 14, wherein the web server is further operable to enable a telecommunications service that organizes related communications in one or more databases.

17. (Original) The system as in claim 14, wherein the web server is further operable to:

convert a next message into a same format as a previously converted message when the next message's one or more XML tags match the XML tags of a previous message; and forward the next, converted message to a same database associated with the previously converted message.

18. (Currently Amended) The system as in claim 14, wherein the at least one received XML-based message comprises a Document Type Definition ("DTD") ~~which substantially takes the form of:~~

```
<!DOCTYPE GDS [  
  <!ELEMENT Correspondence (Envelope+, CallHistory+)>  
  <!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content, ContentType)>  
  <!ELEMENT CallHistory (ContactDate, AgentComments)>  
  <!ELEMENT Sender (#PCDATA)>  
  <!ELEMENT Receiver (#PCDATA)>  
  <!ELEMENT Subject (#PCDATA)>  
  <!ELEMENT ReceiptDate (#PCDATA)>  
  <!ELEMENT Content (#PCDATA)>  
  <!ATTLIST ContentType CType CDATA #REQUIRED>  
>,
```

19. (Original) The system as in claim 14, wherein the web server is further operable to:  
select an initial database when no reference most closely matches one or more of the  
XML tags of the received message;  
convert the received message into a format corresponding to the selected, initial  
database; and  
forward the converted message to the selected, initial database.

20. (Currently Amended) The system as in claim 14, wherein the web server is further  
operable to: forward an XML-based message comprising a Document Type Definition  
("DTD") which substantially takes the form of:

```
<!DOCTYPE GDS [  
  <!ELEMENT Correspondence (Envelope+,CallHistory+)>  
  <!ELEMENT Envelope (Sender, Receiver, Subject, ReceiptDate, Content, ContentType)>  
  <!ELEMENT CallHistory (ContactDate,AgentComments)>  
  <!ELEMENT Sender (#PCDATA)>  
  <!ELEMENT Receiver(#PCDATA)>  
  <!ELEMENT Subject(#PCDATA)>  
  <!ELEMENT ReceiptDate (#PCDATA)>  
  <!ELEMENT Content (#PCDATA)>  
  <!ATTLIST ContentType CType CDATA #REQUIRED>  
>
```

to at least one of the many, different communications devicesthe at least one communication device.

21. (Currently Amended) The system as in claim 14 wherein the database format is  
selected from the group consisting at least one of Oracle, Sybase [[and]], MySQL, MsQL, or  
DB2.

22. (Original) The system as in claim 14 further comprising: at least one communications control device responsive to the mediation web server, the communication control device operable to forward a responsive XML-based message comprising a Document Type Definition.
23. (Currently Amended) The system as in claim 22, wherein the communication control device is ~~selected from the group consisting at least one of~~ a voicemail server, a facsimile server, an email server, [[and]]or a web server.
24. (Currently Amended) The system as in claim 14 wherein the web server is further operable to forward a confirmation message to at least one of ~~the group consisting of~~ a customer agent [[and]]or a customer.
25. (Currently Amended) The system as in claim 14 wherein the web server is further operable to forward certain types of related messages to a customer agent, wherein the message types are ~~selected from the group consisting of~~ at least one of a voicemail message, a facsimile message, an email message, [[and]]or an Internet messagesmessage to a customer agent.
26. (Currently Amended) The system as in claim 14 wherein ~~the web server is further operable to:~~
- ~~receive at least one XML based message from a customer agent;~~
- ~~compare one or more tags within the message to one or more references, wherein each reference is associated with one or more previous messages;~~
- ~~select a reference that most closely matches one or more of the XML tags; convert the received message into a format associated with the matching reference; and~~
- ~~forward the converted message to the associated database~~the at least one XML-based message is received from a customer agent.
27. (New) The method as in claim 1 further comprising forwarding the converted message to the associated database.

28. (New) The system as in claim 14 wherein the web server is further to forward the converted message to the associated database.